## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2645

Examiner A. Hoosain

In Re:

Igor Neyman et. al.

Case:

P3251

Serial No.:

08/928,861

Filed:

09/12/1997

Subject:

Call Center Apparatus and Functionality in Telephony

To:

The Commissioner of Patents and Trademarks

Alexandria, VA 22313-1450

Dear Sir,

## Information Disclosure Statement Under 37 C.F.R. 1.97

Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing (2) references. Applicant desires that the reference be entered in the above referenced case as relevance dictates. No item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in §1.56(c) more than three months prior to the filing of the information disclosure statement.

In accordance with rule 1.97, no additional fee is required. Please charge any deficiency to Deposit Account No. 50-0534.

Respectfully submitted,

Igor Neyman et al.

by

Donald R. Boys

Reg. No. 35,074

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PTC/SR/08A (10-01)

Approved for use through 10/31/2002. OMB 0651-0031

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Substitute for form 1449A/PTO				Complete If Known		
				Application Number	08/928,861	
INFORM	MATION	DISC	LOSURE	Filing Date	09/12/1997	
STATEMENT BY APPLICANT (use as many sheets as necessary)			PLICANT	First Named Inventor	Igor Neyman	
				Art Unit	2645	
			essery)	Examiner Name	A. Hoosain	
Sheet	i I	of	1	Attorney Docket Number	P3251	

U.S. PATENT DOCUMENTS						
Exeminer Inidals	Cite No. 1	_Document Number Number-Kind Code <sup>2</sup> (# known	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Unes, Where Relevant Passages or Relevant Floures Appear	
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FOREIGN PATENT DOCUMENTS						
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<sup>\*</sup>EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 809. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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